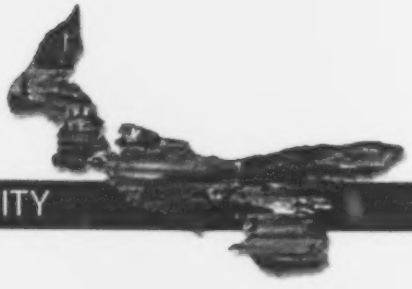
Prince Edward Island
CANADA

Community Services,
Seniors and Labour

Annual Report

for the Fiscal Year
April 2009 to March 2010



ONE ISLAND COMMUNITY ONE ISLAND FUTURE

Community Services, Seniors and Labour

Annual Report

for the Fiscal Year April 2009 to March 2010

Prince Edward Island
CANADA

11AN41-31433

For more information please contact:
Community Services, Seniors and Labour
P.O. Box 2000, Charlottetown, C1A 7N8
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March 31, 2011

Honourable Barbara A. Hagerman
Lieutenant Governor of Prince Edward Island
PO Box 846
Charlottetown, PE C1A 7L9

May It Please Your Honour:

As the Minister for Community Services, Seniors and Labour, it is my privilege to submit our annual report for the fiscal year ending March 31, 2010. As well as reporting on the activities of our department during this period, this report satisfies the requirements of Section 5 of the *Rehabilitation of Disabled Persons Act* and Section 10 of the *Social Assistance Act*.

Respectfully Submitted,

Janice Sherry, Minister
Community Services, Seniors and Labour

March 28, 2011
Janice Sherry
Minister of Community Services, Seniors and Labour
PO Box 2000
Charlottetown, PE C1A 7N8

Minister Janice Sherry:

It is my pleasure to provide you with the 2009-2010 annual report for the Department of Community Services, Seniors and Labour along with the year-end financial summary.

This was an exciting year for the department. Through government renewal we were able to add the Labour and Industrial Relations and Interministerial Women's Secretariat portfolios to our department, while saying goodbye to our colleagues in the Pharmacy and Dentistry programs.

Through a variety of provincial and federal programs, our department provided more than $4.1 million in new and renovated housing solutions for Islanders with low income or disabilities. These housing developments were spread across rural and urban Prince Edward Island with major initiatives in all three counties.

The Seniors' Secretariat, which is mandated to develop and support plans, policies and programs that will improve the quality of life for seniors, took the opportunity in 2009-2010 to renew its work plan. This process involved the research of current and emerging issues and identified areas of action based on local, provincial and national trends.

In 2009-2010, Community Services, Seniors and Labour staff, managers and partners completed the department's three-year strategic plan. This strategic plan provides stakeholders with their first opportunity to collaboratively plan for the future of the department. It outlines the new mission, vision, values and goals the department will follow as it serves Islanders, and I am excited by the direction this plan provides. I would also like to thank everyone who contributed to the success of the Strategic Plan and look forward to the positive impacts it will have in many aspects of our work.

Sincerely,

Sharon Cameron

Sharon Cameron, Deputy Minister
Community Services, Seniors and Labour

Introduction

The Department of Community Services, Seniors and Labour is comprised of five divisions:

Child and Family Services; Social Programs and Housing; Labour and Industrial Relations; Seniors; and Corporate and Financial Services.

Community Services, Seniors and Labour is also the department responsible for the Interministerial Women's Secretariat, the Senior's Secretariat and the Disability Action Council.

With over 460 staff located in offices across Prince Edward Island, Community Services, Seniors and Labour provides services in areas such as child protection, public awareness and education on matters important to seniors, social assistance, disability supports, housing, labour conciliation, and the promotion and protection of gender equality.

Our Mission

To support social and economic prosperity for individuals, families and communities.

Our Vision

Healthy individuals, families and communities reaching their full potential.

Our Values

The Department of Community Services, Seniors and Labour values:

- treating people with dignity, respect, care and fairness
- working collaboratively with individuals, families and communities
- a service delivery system that is equitable, sustainable, progressive, informed by research and evidence
- open, honest, respectful communication
- accountability
- our employees and working together
- public service

Community Services, Seniors and Labour is responsible for a number of provincial statutes including:

- The *Child Protection Act*
- The *Rehabilitation of Disabled Person's Act*
- The *Adoption Act*
- The *Social Assistance Act*
- The *Health Authorities Employees Act*
- The *Housing Corporation Act*
- The *Social Work Act*
- The *Advisory Council on the Status of Women Act*
- The *Blind Worker's Compensation Act*
- The *Employment Standards Act*
- The *Labour Act*
- The *North American Labour Cooperation Agreement Implementation Act*
- The *Occupational Health and Safety Act*
- The *Pay Equity Act*
- The *Youth Employment Act*
- The *Worker's Compensation Act*

Strategic Plan 2009-2011

Background

As one of the largest departments in the provincial government, Community Services, Seniors and Labour includes staff from many different backgrounds and disciplines. In 2008 it was decided that a single vision was needed for a department of this size and diversity. An ambitious strategic planning initiative was launched that year, culminating in the release of the department's Strategic Plan 2009-2011.

A New Direction

Released in June 2009, the Strategic Plan 2009-2011 is the result of a collaborative effort of staff, management and the department's many partners. Based on the four cornerstones of focus, integration, prioritization and accountability, the plan outlines the new and shared mission, vision and values for all staff.

Beyond the new mission vision and values, the Strategic Plan 2009-2011 also unveiled the four strategic goals with which the department will seek to align its programs and services over the upcoming three years. The four strategic goals are:

- Increased capacity for individuals, families and communities to enhance skills, knowledge, attitudes and resources;
- Improved safety, security, dignity and social and economic prosperity of children, youth, families, seniors and individuals;
- Modernized service delivery that is responsive, client focused, coordinated and effective; and
- Improved human resource practices and management.

First Goal
Increased capacity for individuals, families and communities to enhance skills, knowledge, attitudes and resources.

Key Strategies

- Increase collaboration with our public and private partners;
- Enhance the quality of our policy, program and service delivery;
- Ensure processes and resources are in place for policy development within our department; and,
- Improve our public communications.

Achievements in 2009-2010

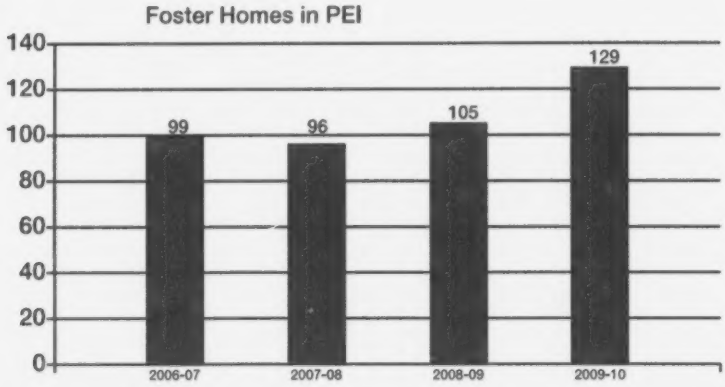
- Improved partnership with Non-Governmental Partners
- Introduction of the Disability Action Council to consult with and advise government on legislation, policies, programs and services affecting people with disabilities
- Renewal of the Seniors' Secretariat work plan
- Improvements to minimum wage in PEI
- Presented a series of education sessions designed to increase the knowledge and skills of Island seniors to choose healthy foods
- Enhanced training for Child Protection staff in assisting children exposed to domestic violence
- Collaborated with the PEI Federation of Foster Families on an enhanced training initiative for Foster Parents

Goals for 2010-2011

- Improve the department web site
- Develop a handbook for Social Assistance clients
- Improvements to housing for Island seniors, persons with disabilities and families
- Construction of a new youth facility for children in the legal care of the province
- Improvements to the Child Care Subsidy Program
- Promotion of positive images of aging
- Explore opportunities to increase collaboration with community organizations on seniors programs and services
- Creation and distribution of resource kits for parents who have lost a baby or suffered a still birth or miscarriage

Key Indicators

Increased capacity for individuals, families and communities to enhance skills, knowledge, attitudes and resources.



Foster Care Homes

In the last two years we have seen a reversal in the recent trend of declining numbers of foster care homes in Prince Edward Island.

Minimum Wage

Increases to the minimum wage rate have improved the resources available to Island workers.

Employers are now offering a minimum wage rate that is competitive to rates in the Atlantic provinces.

Student Artwork Inspired by Foster Families on Display in Premier's Office

Premier Robert Ghiz has added a vibrant new piece of art to the collection hanging in his office, a student painting that symbolizes the important role foster families play in our One Island Community.

The PEI Federation of Foster Families encouraged students of four schools to learn about foster parenting and create art along the theme, Keeping Foster Children and Parents Healthy.

Students of Grades Five and Six of Eastern Kings Consolidated and Grade Four of Glen Stewart created banners which were displayed in their schools, while art students at Stonepark Junior High and Bluefield High School created larger, original pieces.

Stonepark art teacher, Sylvie Bertrand, presented the Premier with a piece created by her Grade Nine art class, which now hangs in the corridor outside the Premier's office. The piece depicts community members of all ages working together to mend a broken heart, encouraging its admirers to be good to each other.

Premier Ghiz met with the students to thank them for the gift.

"I'm amazed at the creativity shown by the students who interpreted the foster family theme in such a beautiful and moving way." said Premier Ghiz. "This piece is a tribute to all of Prince Edward Island's foster families who offer their hearts and their homes to the children who need it most. I am honoured to hang this artwork in my office for all of our visitors to admire."

(Left to right) Barry Smith, President of the PEI Federation of Foster Families; Premier Robert Ghiz; Don Avery, Member of PEI Federation of Foster Families; and Nicholas Chappell, Grade 7 Stonepark student.

Photo by Brian Simpson.

Second Goal
Improved safety, security, dignity and social and economic prosperity of children, youth, families, seniors and individuals.

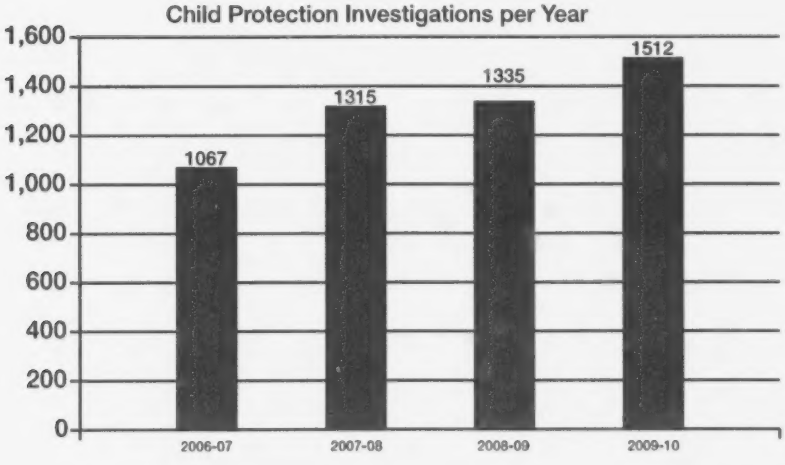
Key Strategies

- Provide and support a continuum of resources for youth;
- Promote early identification and prevention for children, youth and families;
- Research and analyze information regarding Social Assistance rate structure models in other jurisdictions to inform decision making;
- Increase awareness of family violence including the abuse of older adults; and
- Advance gender and diversity perspectives on policies and programs.

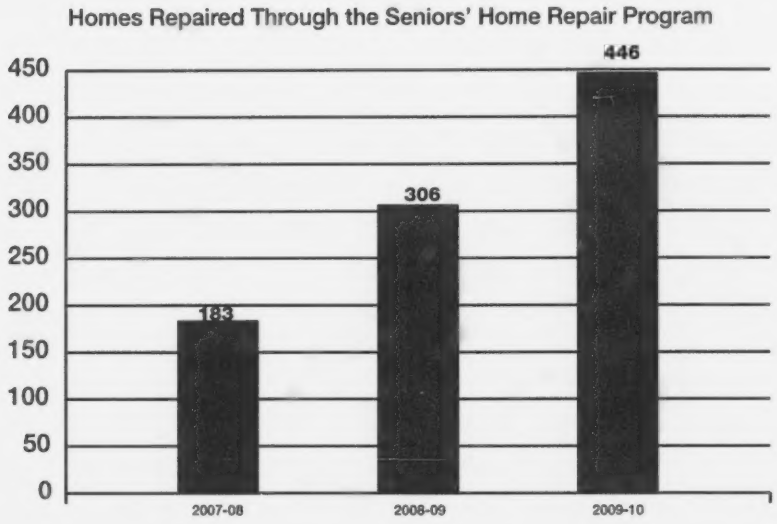
Achievements in 2009-2010	Goals for 2010-2011
• Revitalized the Premier's Action Committee on Family Violence Prevention • Collaborated with the World Elder Abuse Awareness Day planning committee to present a social drama on hoarding and neglect • Collaborated with other departments in the creation of the Spousal Abuse Protocols for the Family Law Centre • Provided funding to community organizations through the Interministerial Women's Secretariat Grant • Completed the Disabilities Services Review and released the Committee's final report • Completed a Residential Services Review • Completed an enhanced tripartite agreement between the department, The Mi'kmaq Confederacy of PEI and Indian and Northern Affairs Canada for the provision of enhanced prevention services for Aboriginal children, females and communities	• Amend the Child Protection Act to improve protections for PEI children and youth • Collaborate with non government partners to improve opportunities for Social Program clients • Develop a business continuity plan for the department • Explore opportunities to promote the financial safety and security of seniors through the recognition of Fraud Prevention Month • Introduce the *Senior Islanders of the Year Award* to recognize the significant contributions of Island Seniors in many areas of community life • Increase inter-agency information sharing about family violence prevention services in PEI • Provide educational sessions on the dynamics of abusive relationships and their impact on children

Achievements in 2009-2010	Goals for 2010-2011
• Provided funding to community partners for emergency home-heating program • Initiated an Early Intervention Working Group to address increased reports of infant abusive head trauma	• Dr. Michael Kaufman training sessions on family violence and effects on family, community and workplace, as well as a session on engaging men and boys to prevent family violence against women and children • Increase the incorporation of diversity lenses at senior management team discussions, including seniors, disability and gender lenses.

Key Indicators
Improved safety, security, dignity and social and economic prosperity.



Child Protection Investigations
Increased public awareness of the warning signs of family violence has lead to greater numbers of child protection investigations.



Seniors' Home Repair Program

Reinstated in 2007-2008, the Seniors' Home Repair Program has helped hundreds of Island Seniors improve the safety and security of their homes.

Copies of Local Publication Beyond Silence: Voices of Childhood Sexual Abuse Made Available at Library Sites Across the Province

On March 31, 2010, Janice Sherry, Minister of Community Services, Seniors and Labour and Minister responsible for the Status of Women, announced that copies of a new local book, Beyond Silence: Voices of Childhood Sexual Abuse, will be available at library sites across the province.

The Province of Prince Edward Island, through the Interministerial Women's Secretariat, purchased 30 copies of Beyond Silence so that Islanders across the province can have access to this publication.

"I am pleased that we are able to provide increased access to this book for Islanders," said Minister Sherry. "The book includes the inspiring stories of 14 brave Island women who have survived sexual abuse. I commend these women for their courage to share their stories in an effort to prevent childhood sexual abuse from happening to others."

Beyond Silence is a collection of writings, poems and images by fourteen Island women who write about the abuse they lived with as children, the profound effect it has had on their lives, and how their wisdom can empower others to join in the effort to stop childhood sexual abuse.

The book launch and announcement was held at the Confederation Centre Library to celebrate the accessibility of this publication. SAGE, a local grassroots volunteer organization that is committed to educating and empowering communities to prevent child sexual abuse hosted the event.

"We are thrilled that our book will be accessible to all Islanders through our libraries," said Kele Redmond, representative from SAGE. "It will be exciting to see how our communities will respond and take initiative in our ongoing education and empowerment to prevent child sexual abuse."

(Centre) Janice Sherry, Minister of Community Services, Seniors and Labour joins (L-R) Judy Donovan Whitty, Kele Redmond, Gladys Kenny and Pay Sobey, contributors of the Book Beyond Silence at the book launch at Confederation Centre Library.

Photo by Brian Simpson.

Third Goal
Modernized service delivery that is responsive, client focussed, coordinated and effective.

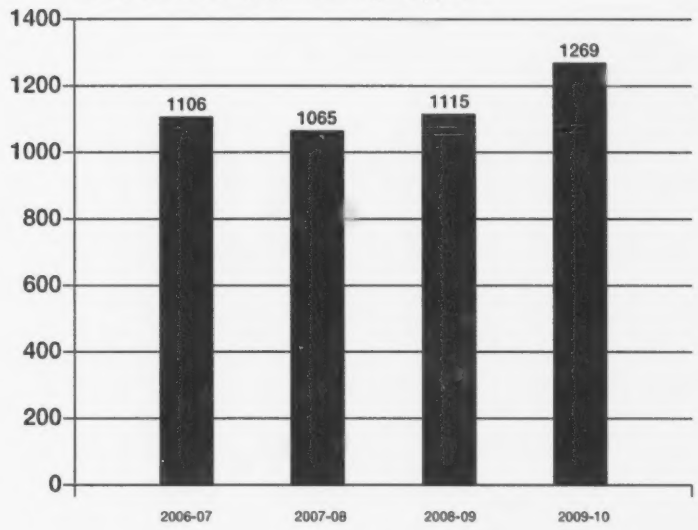
Key Strategies

- Develop a set of key indicators for each of the divisions;
- Partner in the review of the Child Care Subsidy Program policies;
- Follow up on the release of the Disability Services Review final report;
- Develop a unique strategy for Seniors and Family affordable housing as well as housing for persons with disabilities; and
- Implement a department wide, integrated strategic planning cycle.

Achievements in 2009-2010	Goals for 2010-2011
• Released the department's Strategic Plan 2009-2011 • Increased Social Assistance rates • Partnered with community organizations to provide appropriate client interventions • Spent $4,100,000 on the creation and renovation of new and existing social housing through a variety of federal and provincial programs • Child welfare governance review completed by the Child Welfare League of Canada	• Implement building management system for Housing • Implement a direct deposit option for Social Assistance and Child Protection clients • Develop a set of performance indicators for each division • Update the statistical review of Women in PEI • Announce new seniors housing units for the Summerside area • Complete the Charlotte Court seniors housing development • Implement provincially consistent and standardized child protection service delivery systems as per the recommendations of the child welfare governance review

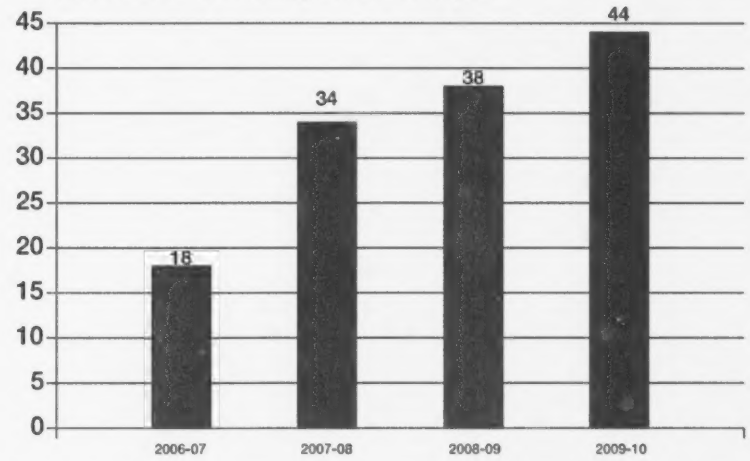
Key Indicators
Modernized Service Delivery

Islanders Receiving Disability Supports



Disability Support Program
Improvements to the Disability Support Program have increased the number of Islanders who are able to receive supports.

New Affordable Housing Units Developed



New Affordable Housing
New, modern, affordable housing units are being built across Prince Edward Island.

Minister Announces Redevelopment Plans for Charlotte Court Senior Citizens Complex

On March 11, 2010, the Janice Sherry, Minister of Community Services, Seniors and Labour, announced a major step forward for the Charlotte Court Senior Citizens Complex.

"Residents of Charlotte Court have waited patiently and now we are ready to take action," said Minister Sherry. "Government has been working over the past two years to secure the funding ... to create the type of housing that the present and future residents deserve."

When speaking of the new complex itself, Minister Sherry noted that "We are committed to meeting the needs of the residents and providing an appropriate, modern and energy-efficient seniors housing facility."

The 45-year-old Charlotte Court senior citizens building is the oldest seniors rental housing building in the province. Construction on a 48 unit replacement for the complex is expected to be completed in 2011.

(Left to right) Minister of Community Services, Seniors and Labour, Janice Sherry, Developer, Tim Banks and Mayor of Charlottetown, Clifford Lee at the announcement of the new Charlotte Court Senior Citizens Complex.

Photo by Alanna Jankov.

Fourth Goal

Improved human resource practices and management.

Key Strategies

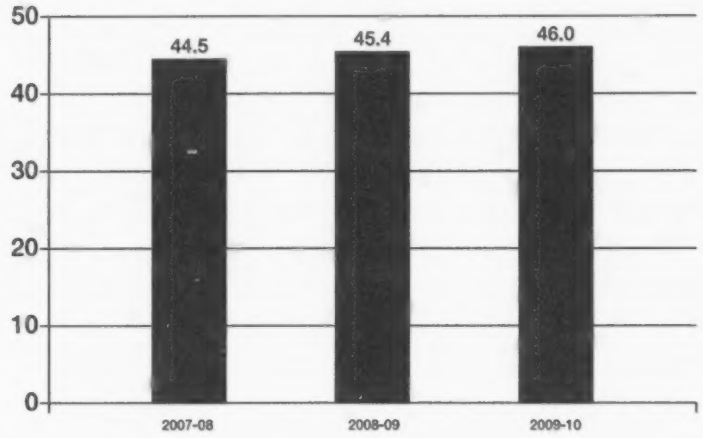
- Implement a department wide performance development action plan;
- Improve employee continuing education opportunities and participation;
- Explore and enhance opportunities for recruitment and retention of social workers;
- Develop a staff training and mentoring program; and
- Develop a succession plan for department staff.

Achievements in 2009-2010	Goals for 2010-2011
• Evelyn Wotherspoon provided specialized training on the protection of vulnerable infants and toddlers at the Annual Child Welfare Conference • Held the third annual Performance Development Plan Awareness Month • Designated a resource to support the recruitment and retention of Social Workers • Started development of a staff mentoring program • Participated in government wide Intern program • Developed a new managers orientation • Developed a procedure for Social Worker placements • Developed a transfer of knowledge procedure for succession planning	• Provide diversity training for Departmental staff • Continue improvements to professional development opportunities for staff • Improve Performance Development Plan completion rates • Implement staff mentoring program • Further enhance social worker recruitment and retention initiatives • Develop a Human Resources plan that is consistent with the goals of the Strategic Plan 2009-2011

Key Indicators

Improved human resource practices and management

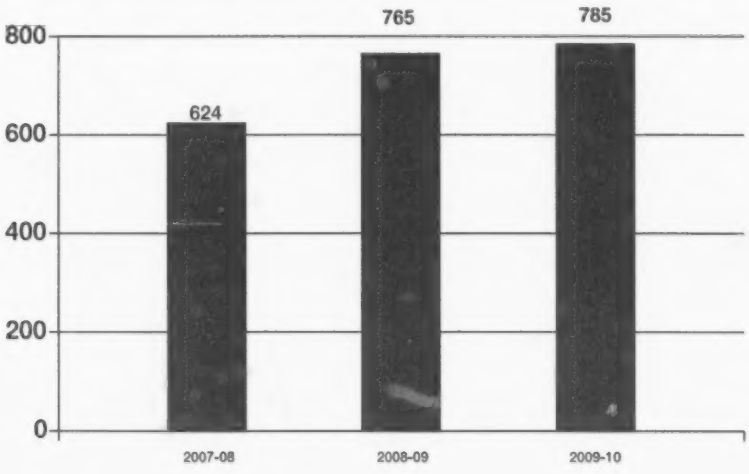
Average Age of Permanent Employees



Staff Demographics

With the average age of permanent employees rising, increased focus on succession planning is critical within Human Resources.

Development and Training Days (Department-wide)



Staff Training

Improvements to employee training and development opportunities have lead to increases in professional development across the department.

Premier's Annual Award for Diversity Leadership Presented to Child and Family Services Employees

A ceremony held in Charlottetown on June 15, 2009, marked the commencement of Public Service Week 2009 and the presentation of the Premier's Annual Award for Diversity Leadership. Provincial public servants, representing different countries and cultural groups, participated in the Celebrating Our Cultural Diversity event as a way to share their heritage and celebrate our rich cultural diversity.

Premier Robert Ghiz recognized the work of provincial government employees demonstrating leadership in diversity by creating a diverse, welcoming and inclusive workplace. Winners included Child and Family Services employees who participated in the Building A Healthy Relationship Project with the Mi'kmaq Confederacy of Prince Edward Island.

"The Building A Healthy Relationship Project has helped our department strengthen our relationship with Aboriginal people by collaborating to protect Aboriginal children, youth and their families." said Deputy Minister Sharon Cameron, "confirming our commitment to work on prevention issues together."

Premier Ghiz mentioned that diversity is a vital factor in the growth of our population, economic opportunities, and in enhancing our cultural mosaic. *"Commitment to diversity is essential,"* said Premier Ghiz, *"as we work toward implementing social and economic development programs to address our future challenges."* The Premier congratulated all nominees for their leadership, dedication and contribution to diversity in the workplace.

(Left to right) Premier Robert Ghiz, Rona Brown, Marilyn LeFrank (MCPEI), Wendy McCourt, Kateri Frances, and Thilak Tennekone, Diversity Consultant with the PEI Public Service Commission.

Photo by Brian Simpson

Key Indicators at a Glance

Child and Family Services

Indicator	2007-08	2008-09	2009-10
Child protection reports received	N/A	N/A	2,263
Child protection investigations opened	1,315	1,335	1,512
Children in care of the Director	264	253*	261
Focussed intervention services provided	340	366	518
Children not in the care of the Director receiving services	325	355	512
Children living in residential services	108	81	101
Foster Care Homes	96	105*	129

*** Updated since last annual report**

Social Programs and Housing

Indicator	2007-08	2008-09	2009-10
Distinct social assistance cases	5,462	5,487	5,515
Distinct individuals who received social assistance benefits	9,378	9,287	9,136
Clients provided with disability supports	1,065	1,115	1,269
Children who have accessed childcare subsidies	2,117	2,161	1,984
Families assisted with childcare subsidies	1,414	1,434	1,308
Seniors housing units in PEI	1,157	1,152	1,150
Family housing units in PEI	476	476	47
Affordable housing units developed	34	38	44
Number of homes repaired by the Seniors' Home Repair Program	183	306	446
Grants provided by the Seniors' Home Repair Program	$204,100	$349,973	$490,585

Labour and Industrial Relations

Indicator	2007-08	2008-09	2009-10
Average size of Island labour force	77,300	77,300	79,250
Worker Advisor active case files opened/re-opened	37	69	83
Worker Advisor recorded office contacts	1,419	1,499	1,544
Workers Compensation cases assisted at Appeals Tribunal	23	16	49
Formal complaints investigated by Employment Standards Division	257	233	126
Monies recovered through Employment Standards investigations	$93,734	$592,279	$113,122
Inquiries received by Employment Standards Division	7,500	8,000	7,500
Minimum Wage (per hour) as of March 31st	$7.50	$8.00	$8.40
Minimum Wage (per hour) increase	$0.35	$0.50	$0.40

Corporate and Financial Services

Indicator	2007-08	2008-09	2009-10
Full and part time employees	520	524	469

Non-Governmental Organizations

Indicator	2007-08	2008-09	2009-10
Non-governmental organizations funded	39	41	35

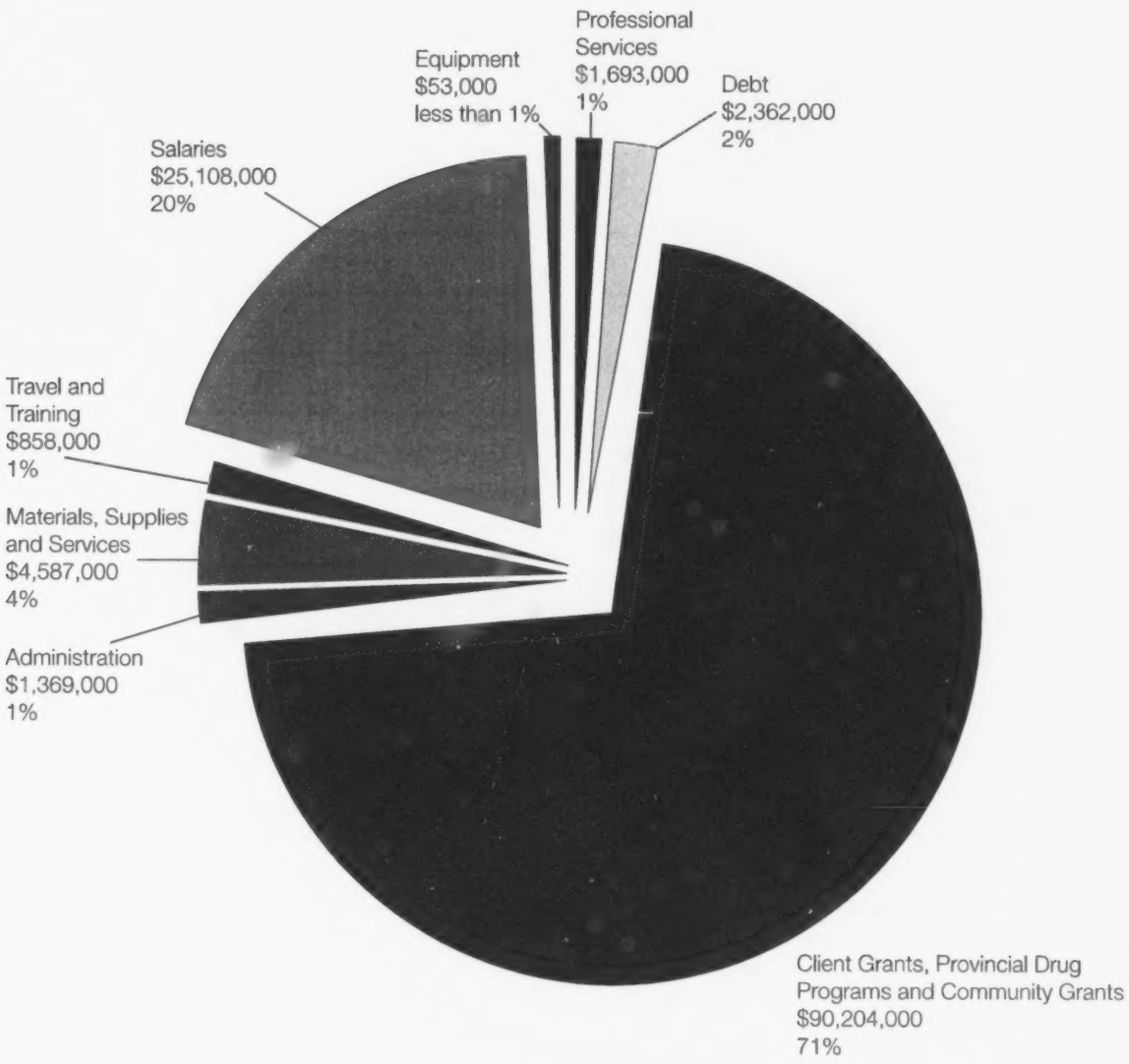
Non-Governmental Organization Funding

Type of NGO	Number	2009-2010 Funding
Residential and/or Training Services for Intellectually Challenged	9	$5,385,200
Family Violence Support and Education Programs	2	$959,200
Programs for Individuals with Physical and/or Intellectual Challenges	8	$569,200
Support Programs for Island Families and Youth	11	$422,800
Seniors' Programs	4	$109,000
Community Programs	1	$22,000
Total	35	$7,467,400

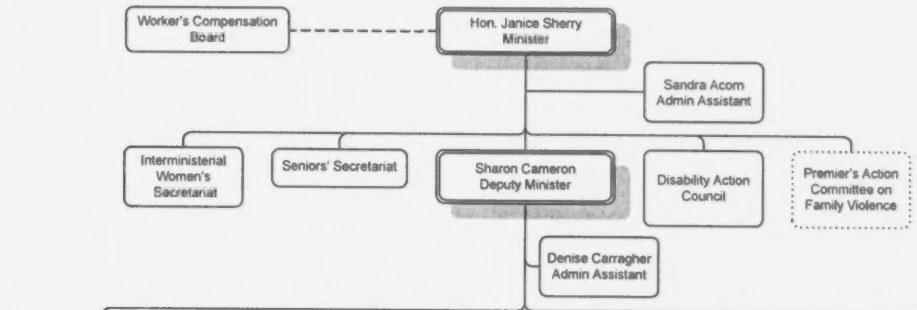
2009 - 2010 Expenditures and Revenues* (Rounded to the nearest $000)		
Division	Budget	Actuals
EXPENDITURE BUDGET		
Corporate and Financial Services	$2,111,000	$2,119,000
Child and Family Services	18,508,000	19,462,000
Social Programs	55,945,000	56,885,000
Pharmacy, Housing, Dentistry and Seniors	47,672,000	47,768,000
Total	**$124,236,000**	**$126,234,000**
REVENUE BUDGET		
Corporate and Financial Services	-	25,000
Child and Family Services	1,106,000	1,416,000
Social Programs	1,376,000	1,375,000
Pharmacy, Housing, Dentistry and Seniors	7,255,000	8,419,000
Total	**$9,737,000**	**$11,235,000**
TOTAL NET	$114,499,000	$114,999,000

* While the reorganization of the Department of Community Services, Seniors and Labour was announced in January 2010, budgets were not adjusted to reflect the change until the beginning of the next fiscal year April 1, 2010. As such, financial results are reported based on the pre January 2010 departmental structure.

Community Services, Seniors and Labour
2009 - 2010 Expenditures by Expense Type


Professional Services $1,693,000 1%
Equipment $53,000 less than 1%
Debt $2,362,000 2%
Salaries $25,108,000 20%
Travel and Training $858,000 1%
Materials, Supplies and Services $4,587,000 4%
Administration $1,369,000 1%
Client Grants, Provincial Drug Programs and Community Grants $90,204,000 71%

Community Services, Seniors and Labour
Functional Organizational Chart



Employment Standards
Worker Advisor Program
Industrial Relations
Labour Relations Board

Child Protection
Children in Care
Foster Care Services
Residential Services
Adoption Programs
Family Support Services
Family Ties
Premier's Action Committee on Family Violence
Provincial Child Sexual Abuse Advisory Committee

Social Assistance
Disability Support Program
Child Care Subsidy Program
Housing
Seniors' Secretariat
Disability Action Council

Finance and Administration
Human Resources
Payroll
Communications
Program Development and Evaluation
FPT
RIM/FOIPP
Risk Management
Emergency Social Services
Employer Advisor
Workers Compensation Appeal Tribunal

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March 28, 2011
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This was an exciting year for the department. Through government renewal we were able to add the Labour and Industrial Relations and Interministerial Women's Secretariat portfolios to our department, while saying goodbye to our colleagues in the Pharmacy and Dentistry programs.

Through a variety of provincial and federal programs, our department provided more than $4.1 million in new and renovated housing solutions for Islanders with low income or disabilities. These housing developments were spread across rural and urban Prince Edward Island with major initiatives in all three counties.

The Seniors' Secretariat, which is mandated to develop and support plans, policies and programs that will improve the quality of life for seniors, took the opportunity in 2009-2010 to renew its work plan. This process involved the research of current and emerging issues and identified areas of action based on local, provincial and national trends.

In 2009-2010, Community Services, Seniors and Labour staff, managers and partners completed the department's three-year strategic plan. This strategic plan provides stakeholders with their first opportunity to collaboratively plan for the future of the department. It outlines the new mission, vision, values and goals the department will follow as it serves Islanders, and I am excited by the direction this plan provides. I would also like to thank everyone who contributed to the success of the Strategic Plan and look forward to the positive impacts it will have in many aspects of our work.

Sincerely,

Sharon Cameron

Sharon Cameron, Deputy Minister
Community Services, Seniors and Labour

Introduction

The Department of Community Services, Seniors and Labour is comprised of five divisions:

Child and Family Services; Social Programs and Housing; Labour and Industrial Relations; Seniors; and Corporate and Financial Services.

Community Services, Seniors and Labour is also the department responsible for the Interministerial Women's Secretariat, the Senior's Secretariat and the Disability Action Council.

With over 460 staff located in offices across Prince Edward Island, Community Services, Seniors and Labour provides services in areas such as child protection, public awareness and education on matters important to seniors, social assistance, disability supports, housing, labour conciliation, and the promotion and protection of gender equality.

Our Mission

To support social and economic prosperity for individuals, families and communities.

Our Vision

Healthy individuals, families and communities reaching their full potential.

Our Values

The Department of Community Services, Seniors and Labour values:

- treating people with dignity, respect, care and fairness
- working collaboratively with individuals, families and communities
- a service delivery system that is equitable, sustainable, progressive, informed by research and evidence
- open, honest, respectful communication
- accountability
- our employees and working together
- public service

Community Services, Seniors and Labour is responsible for a number of provincial statutes including:

- The *Child Protection Act*
- The *Rehabilitation of Disabled Person's Act*
- The *Adoption Act*
- The *Social Assistance Act*
- The *Health Authorities Employees Act*
- The *Housing Corporation Act*
- The *Social Work Act*
- The *Advisory Council on the Status of Women Act*
- The *Blind Worker's Compensation Act*
- The *Employment Standards Act*
- The *Labour Act*
- The *North American Labour Cooperation Agreement Implementation Act*
- The *Occupational Health and Safety Act*
- The *Pay Equity Act*
- The *Youth Employment Act*
- The *Worker's Compensation Act*

Strategic Plan 2009-2011

Background

As one of the largest departments in the provincial government, Community Services, Seniors and Labour includes staff from many different backgrounds and disciplines. In 2008 it was decided that a single vision was needed for a department of this size and diversity. An ambitious strategic planning initiative was launched that year, culminating in the release of the department's Strategic Plan 2009-2011.

A New Direction

Released in June 2009, the Strategic Plan 2009-2011 is the result of a collaborative effort of staff, management and the department's many partners. Based on the four cornerstones of focus, integration, prioritization and accountability, the plan outlines the new and shared mission, vision and values for all staff.

Beyond the new mission vision and values, the Strategic Plan 2009-2011 also unveiled the four strategic goals with which the department will seek to align its programs and services over the upcoming three years. The four strategic goals are:

- Increased capacity for individuals, families and communities to enhance skills, knowledge, attitudes and resources;
- Improved safety, security, dignity and social and economic prosperity of children, youth, families, seniors and individuals;
- Modernized service delivery that is responsive, client focused, coordinated and effective; and
- Improved human resource practices and management.

First Goal
Increased capacity for individuals, families and communities to enhance skills, knowledge, attitudes and resources.

Key Strategies

- Increase collaboration with our public and private partners;
- Enhance the quality of our policy, program and service delivery;
- Ensure processes and resources are in place for policy development within our department; and,
- Improve our public communications.

Achievements in 2009-2010

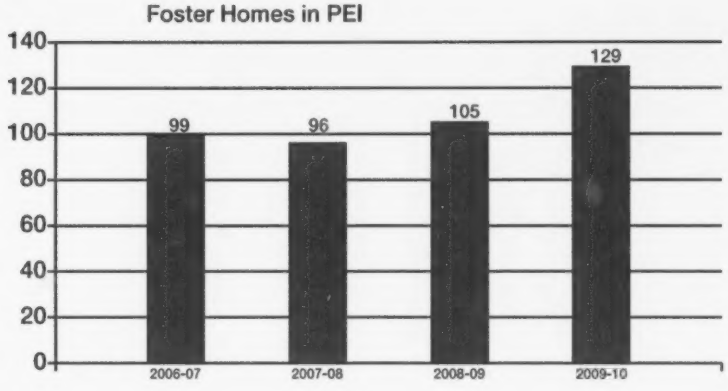
- Improved partnership with Non-Governmental Partners
- Introduction of the Disability Action Council to consult with and advise government on legislation, policies, programs and services affecting people with disabilities
- Renewal of the Seniors' Secretariat work plan
- Improvements to minimum wage in PEI
- Presented a series of education sessions designed to increase the knowledge and skills of Island seniors to choose healthy foods
- Enhanced training for Child Protection staff in assisting children exposed to domestic violence
- Collaborated with the PEI Federation of Foster Families on an enhanced training initiative for Foster Parents

Goals for 2010-2011

- Improve the department web site
- Develop a handbook for Social Assistance clients
- Improvements to housing for Island seniors, persons with disabilities and families
- Construction of a new youth facility for children in the legal care of the province
- Improvements to the Child Care Subsidy Program
- Promotion of positive images of aging
- Explore opportunities to increase collaboration with community organizations on seniors programs and services
- Creation and distribution of resource kits for parents who have lost a baby or suffered a still birth or miscarriage

Key Indicators

Increased capacity for individuals, families and communities to enhance skills, knowledge, attitudes and resources.



Foster Care Homes

In the last two years we have seen a reversal in the recent trend of declining numbers of foster care homes in Prince Edward Island.

Minimum Wage

Increases to the minimum wage rate have improved the resources available to Island workers.

Employers are now offering a minimum wage rate that is competitive to rates in the Atlantic provinces.

Student Artwork Inspired by Foster Families on Display in Premier's Office

Premier Robert Ghiz has added a vibrant new piece of art to the collection hanging in his office, a student painting that symbolizes the important role foster families play in our One Island Community.

The PEI Federation of Foster Families encouraged students of four schools to learn about foster parenting and create art along the theme, Keeping Foster Children and Parents Healthy.

Students of Grades Five and Six of Eastern Kings Consolidated and Grade Four of Glen Stewart created banners which were displayed in their schools, while art students at Stonepark Junior High and Bluefield High School created larger, original pieces.

Stonepark art teacher, Sylvie Bertrand, presented the Premier with a piece created by her Grade Nine art class, which now hangs in the corridor outside the Premier's office. The piece depicts community members of all ages working together to mend a broken heart, encouraging its admirers to be good to each other.

Premier Ghiz met with the students to thank them for the gift.

"I'm amazed at the creativity shown by the students who interpreted the foster family theme in such a beautiful and moving way." said Premier Ghiz. "This piece is a tribute to all of Prince Edward Island's foster families who offer their hearts and their homes to the children who need it most. I am honoured to hang this artwork in my office for all of our visitors to admire."

(Left to right) Barry Smith, President of the PEI Federation of Foster Families; Premier Robert Ghiz, Don Avery, Member of PEI Federation of Foster Families; and Nicholas Chappell, Grade 7 Stonepark student.

Photo by Brian Simpson.

Second Goal
Improved safety, security, dignity and social and economic prosperity of children, youth, families, seniors and individuals.

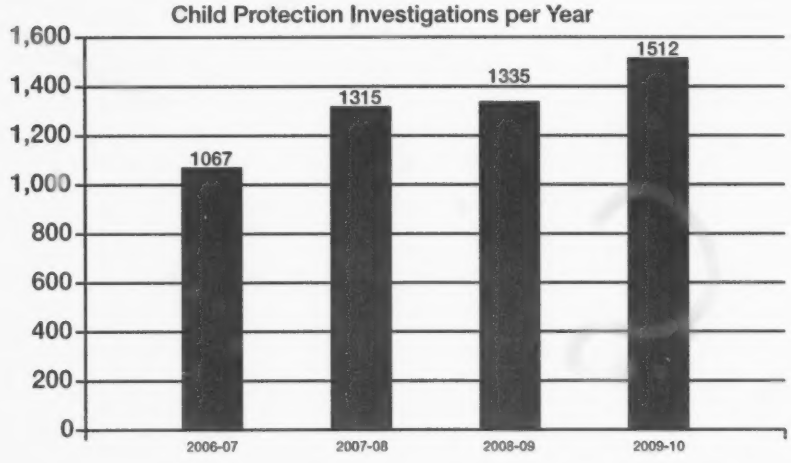
Key Strategies

- Provide and support a continuum of resources for youth;
- Promote early identification and prevention for children, youth and families;
- Research and analyze information regarding Social Assistance rate structure models in other jurisdictions to inform decision making;
- Increase awareness of family violence including the abuse of older adults; and
- Advance gender and diversity perspectives on policies and programs.

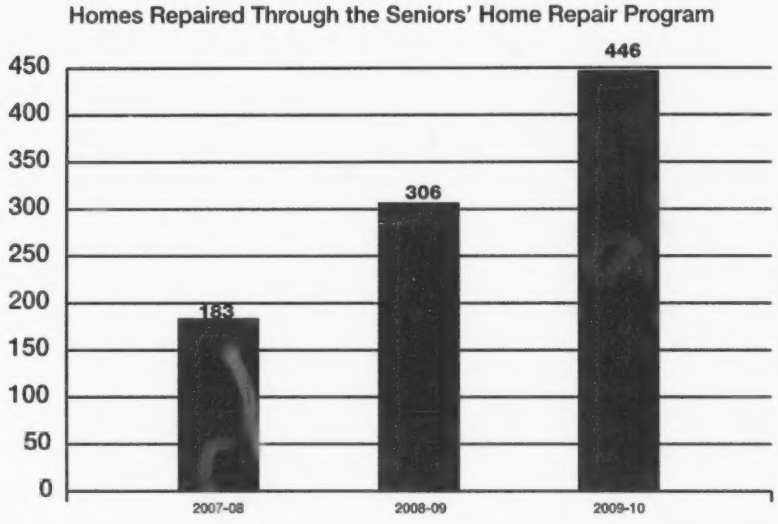
Achievements in 2009-2010	Goals for 2010-2011
• Revitalized the Premier's Action Committee on Family Violence Prevention • Collaborated with the World Elder Abuse Awareness Day planning committee to present a social drama on hoarding and neglect • Collaborated with other departments in the creation of the Spousal Abuse Protocols for the Family Law Centre • Provided funding to community organizations through the Interministerial Women's Secretariat Grant • Completed the Disabilities Services Review and released the Committee's final report • Completed a Residential Services Review • Completed an enhanced tripartite agreement between the department, The Mi'kmaq Confederacy of PEI and Indian and Northern Affairs Canada for the provision of enhanced prevention services for Aboriginal children, females and communities	• Amend the Child Protection Act to improve protections for PEI children and youth • Collaborate with non government partners to improve opportunities for Social Program clients • Develop a business continuity plan for the department • Explore opportunities to promote the financial safety and security of seniors through the recognition of Fraud Prevention Month • Introduce the *Senior Islanders of the Year Award* to recognize the significant contributions of Island Seniors in many areas of community life • Increase inter-agency information sharing about family violence prevention services in PEI • Provide educational sessions on the dynamics of abusive relationships and their impact on children

Achievements in 2009-2010	Goals for 2010-2011
• Provided funding to community partners for emergency home-heating program • Initiated an Early Intervention Working Group to address increased reports of infant abusive head trauma	• Dr. Michael Kaufman training sessions on family violence and effects on family, community and workplace, as well as a session on engaging men and boys to prevent family violence against women and children • Increase the incorporation of diversity lenses at senior management team discussions, including seniors, disability and gender lenses.

Key Indicators
Improved safety, security, dignity and social and economic prosperity.



Child Protection Investigations
Increased public awareness of the warning signs of family violence has lead to greater numbers of child protection investigations.



Seniors' Home Repair Program

Reinstated in 2007-2008, the Seniors' Home Repair Program has helped hundreds of Island Seniors improve the safety and security of their homes.

Copies of Local Publication Beyond Silence: Voices of Childhood Sexual Abuse Made Available at Library Sites Across the Province

On March 31, 2010, Janice Sherry, Minister of Community Services, Seniors and Labour and Minister responsible for the Status of Women, announced that copies of a new local book, Beyond Silence: Voices of Childhood Sexual Abuse, will be available at library sites across the province.

The Province of Prince Edward Island, through the Interministerial Women's Secretariat, purchased 30 copies of Beyond Silence so that Islanders across the province can have access to this publication.

"I am pleased that we are able to provide increased access to this book for Islanders," said Minister Sherry. "The book includes the inspiring stories of 14 brave Island women who have survived sexual abuse. I commend these women for their courage to share their stories in an effort to prevent childhood sexual abuse from happening to others."

Beyond Silence is a collection of writings, poems and images by fourteen Island women who write about the abuse they lived with as children, the profound effect it has had on their lives, and how their wisdom can empower others to join in the effort to stop childhood sexual abuse.

The book launch and announcement was held at the Confederation Centre Library to celebrate the accessibility of this publication. SAGE, a local grassroots volunteer organization that is committed to educating and empowering communities to prevent child sexual abuse hosted the event.

(Centre) Janice Sherry, Minister of Community Services, Seniors and Labour joins (L-R) Judy Donovan Whitty, Kele Redmond, Gladys Kenny and Pay Sobey, contributors of the Book Beyond Silence at the book launch at Confederation Centre Library.

Photo by Brian Simpson

"We are thrilled that our book will be accessible to all Islanders through our libraries," said Kele Redmond, representative from SAGE. "It will be exciting to see how our communities will respond and take initiative in our ongoing education and empowerment to prevent child sexual abuse."

Third Goal
Modernized service delivery that is responsive, client focussed, coordinated and effective.

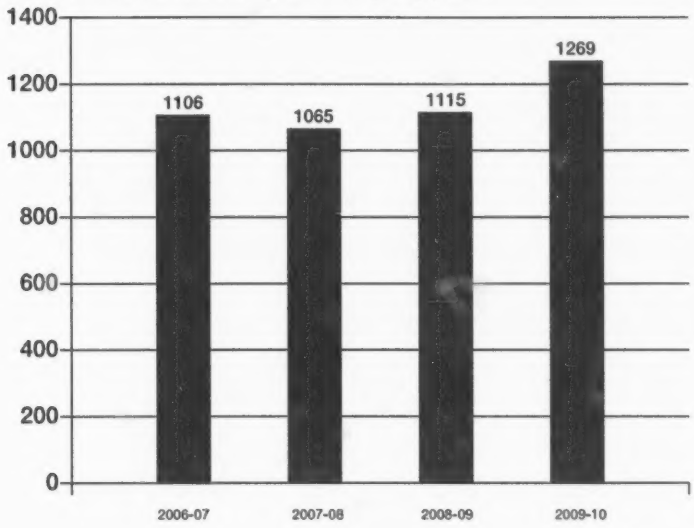
Key Strategies

- Develop a set of key indicators for each of the divisions;
- Partner in the review of the Child Care Subsidy Program policies;
- Follow up on the release of the Disability Services Review final report;
- Develop a unique strategy for Seniors and Family affordable housing as well as housing for persons with disabilities; and
- Implement a department wide, integrated strategic planning cycle.

Achievements in 2009-2010	Goals for 2010-2011
• Released the department's Strategic Plan 2009-2011 • Increased Social Assistance rates • Partnered with community organizations to provide appropriate client interventions • Spent $4,100,000 on the creation and renovation of new and existing social housing through a variety of federal and provincial programs • Child welfare governance review completed by the Child Welfare League of Canada	• Implement building management system for Housing • Implement a direct deposit option for Social Assistance and Child Protection clients • Develop a set of performance indicators for each division • Update the statistical review of Women in PEI • Announce new seniors housing units for the Summerside area • Complete the Charlotte Court seniors housing development • Implement provincially consistent and standardized child protection service delivery systems as per the recommendations of the child welfare governance review

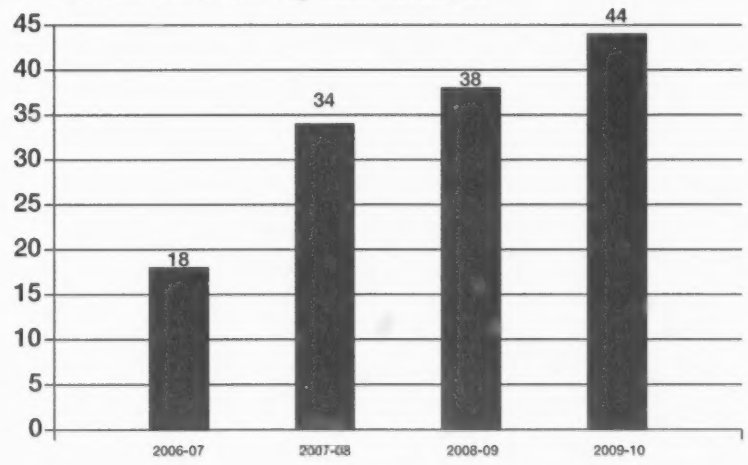
Key Indicators
Modernized Service Delivery

Islanders Receiving Disability Supports



Disability Support Program
Improvements to the Disability Support Program have increased the number of Islanders who are able to receive supports.

New Affordable Housing Units Developed



New Affordable Housing
New, modern, affordable housing units are being built across Prince Edward Island.

Minister Announces Redevelopment Plans for Charlotte Court Senior Citizens Complex

On March 11, 2010, the Janice Sherry, Minister of Community Services, Seniors and Labour, announced a major step forward for the Charlotte Court Senior Citizens Complex.

"Residents of Charlotte Court have waited patiently and now we are ready to take action," said Minister Sherry. "Government has been working over the past two years to secure the funding ... to create the type of housing that the present and future residents deserve."

When speaking of the new complex itself, Minister Sherry noted that "We are committed to meeting the needs of the residents and providing an appropriate, modern and energy-efficient seniors housing facility."

The 45-year-old Charlotte Court senior citizens building is the oldest seniors rental housing building in the province. Construction on a 48 unit replacement for the complex is expected to be completed in 2011.

(Left to right) Minister of Community Services, Seniors and Labour, Janice Sherry, Developer, Tim Banks and Mayor of Charlottetown, Clifford Lee at the announcement of the new Charlotte Court Senior Citizens Complex.

Photo by Alanna Jankov.

Fourth Goal

Improved human resource practices and management.

Key Strategies

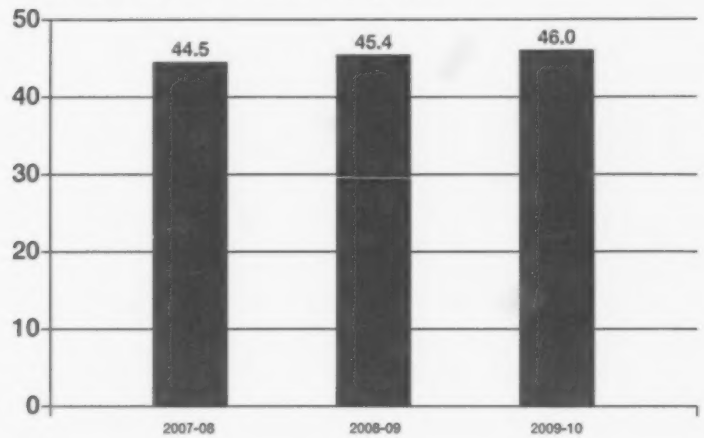
- Implement a department wide performance development action plan;
- Improve employee continuing education opportunities and participation;
- Explore and enhance opportunities for recruitment and retention of social workers;
- Develop a staff training and mentoring program; and
- Develop a succession plan for department staff.

Achievements in 2009-2010	Goals for 2010-2011
• Evelyn Wotherspoon provided specialized training on the protection of vulnerable infants and toddlers at the Annual Child Welfare Conference • Held the third annual Performance Development Plan Awareness Month • Designated a resource to support the recruitment and retention of Social Workers • Started development of a staff mentoring program • Participated in government wide Intern program • Developed a new managers orientation • Developed a procedure for Social Worker placements • Developed a transfer of knowledge procedure for succession planning	• Provide diversity training for Departmental staff • Continue improvements to professional development opportunities for staff • Improve Performance Development Plan completion rates • Implement staff mentoring program • Further enhance social worker recruitment and retention initiatives • Develop a Human Resources plan that is consistent with the goals of the Strategic Plan 2009-2011

Key Indicators

Improved human resource practices and management

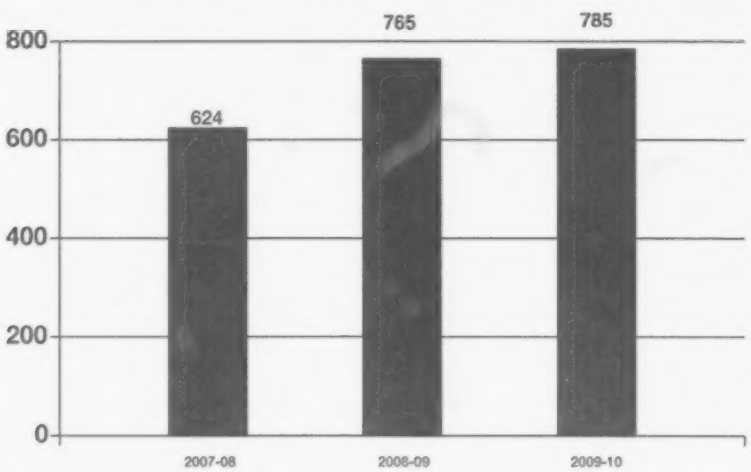
Average Age of Permanent Employees



Staff Demographics

With the average age of permanent employees rising, increased focus on succession planning is critical within Human Resources.

Development and Training Days (Department-wide)



Staff Training

Improvements to employee training and development opportunities have lead to increases in professional development across the department.

Premier's Annual Award for Diversity Leadership Presented to Child and Family Services Employees

A ceremony held in Charlottetown on June 15, 2009, marked the commencement of Public Service Week 2009 and the presentation of the Premier's Annual Award for Diversity Leadership. Provincial public servants, representing different countries and cultural groups, participated in the Celebrating Our Cultural Diversity event as a way to share their heritage and celebrate our rich cultural diversity.

Premier Robert Ghiz recognized the work of provincial government employees demonstrating leadership in diversity by creating a diverse, welcoming and inclusive workplace. Winners included Child and Family Services employees who participated in the Building A Healthy Relationship Project with the Mi'kmaq Confederacy of Prince Edward Island.

"The Building A Healthy Relationship Project has helped our department strengthen our relationship with Aboriginal people by collaborating to protect Aboriginal children, youth and their families." said Deputy Minister Sharon Cameron, "confirming our commitment to work on prevention issues together."

Premier Ghiz mentioned that diversity is a vital factor in the growth of our population, economic opportunities, and in enhancing our cultural mosaic. *"Commitment to diversity is essential,"* said Premier Ghiz, *"as we work toward implementing social and economic development programs to address our future challenges."* The Premier congratulated all nominees for their leadership, dedication and contribution to diversity in the workplace.

(Left to right) Premier Robert Ghiz, Rona Brown, Marilyn LeFrank (MCPEI), Wendy McCourt, Kateri Frances, and Thilak Tennekone, Diversity Consultant with the PEI Public Service Commission.

Photo by Brian Simpson.

Key Indicators at a Glance

Child and Family Services

Indicator	2007-08	2008-09	2009-10
Child protection reports received	N/A	N/A	2,263
Child protection investigations opened	1,315	1,335	1,512
Children in care of the Director	264	253*	261
Focussed intervention services provided	340	366	518
Children not in the care of the Director receiving services	325	355	512
Children living in residential services	108	81	101
Foster Care Homes	96	105*	129

*** Updated since last annual report**

Social Programs and Housing

Indicator	2007-08	2008-09	2009-10
Distinct social assistance cases	5,462	5,487	5,515
Distinct individuals who received social assistance benefits	9,378	9,287	9,136
Clients provided with disability supports	1,065	1,115	1,269
Children who have accessed childcare subsidies	2,117	2,161	1,984
Families assisted with childcare subsidies	1,414	1,434	1,308
Seniors housing units in PEI	1,157	1,152	1,150
Family housing units in PEI	476	476	47
Affordable housing units developed	34	38	44
Number of homes repaired by the Seniors' Home Repair Program	183	306	446
Grants provided by the Seniors' Home Repair Program	$204,100	$349,973	$490,585

Labour and Industrial Relations

Indicator	2007-08	2008-09	2009-10
Average size of Island labour force	77,300	77,300	79,250
Worker Advisor active case files opened/re-opened	37	69	83
Worker Advisor recorded office contacts	1,419	1,499	1,544
Workers Compensation cases assisted at Appeals Tribunal	23	16	49
Formal complaints investigated by Employment Standards Division	257	233	126
Monies recovered through Employment Standards investigations	$93,734	$592,279	$113,122
Inquiries received by Employment Standards Division	7,500	8,000	7,500
Minimum Wage (per hour) as of March 31st	$7.50	$8.00	$8.40
Minimum Wage (per hour) increase	$0.35	$0.50	$0.40

Corporate and Financial Services

Indicator	2007-08	2008-09	2009-10
Full and part time employees	520	524	469

Non-Governmental Organizations

Indicator	2007-08	2008-09	2009-10
Non-governmental organizations funded	39	41	35

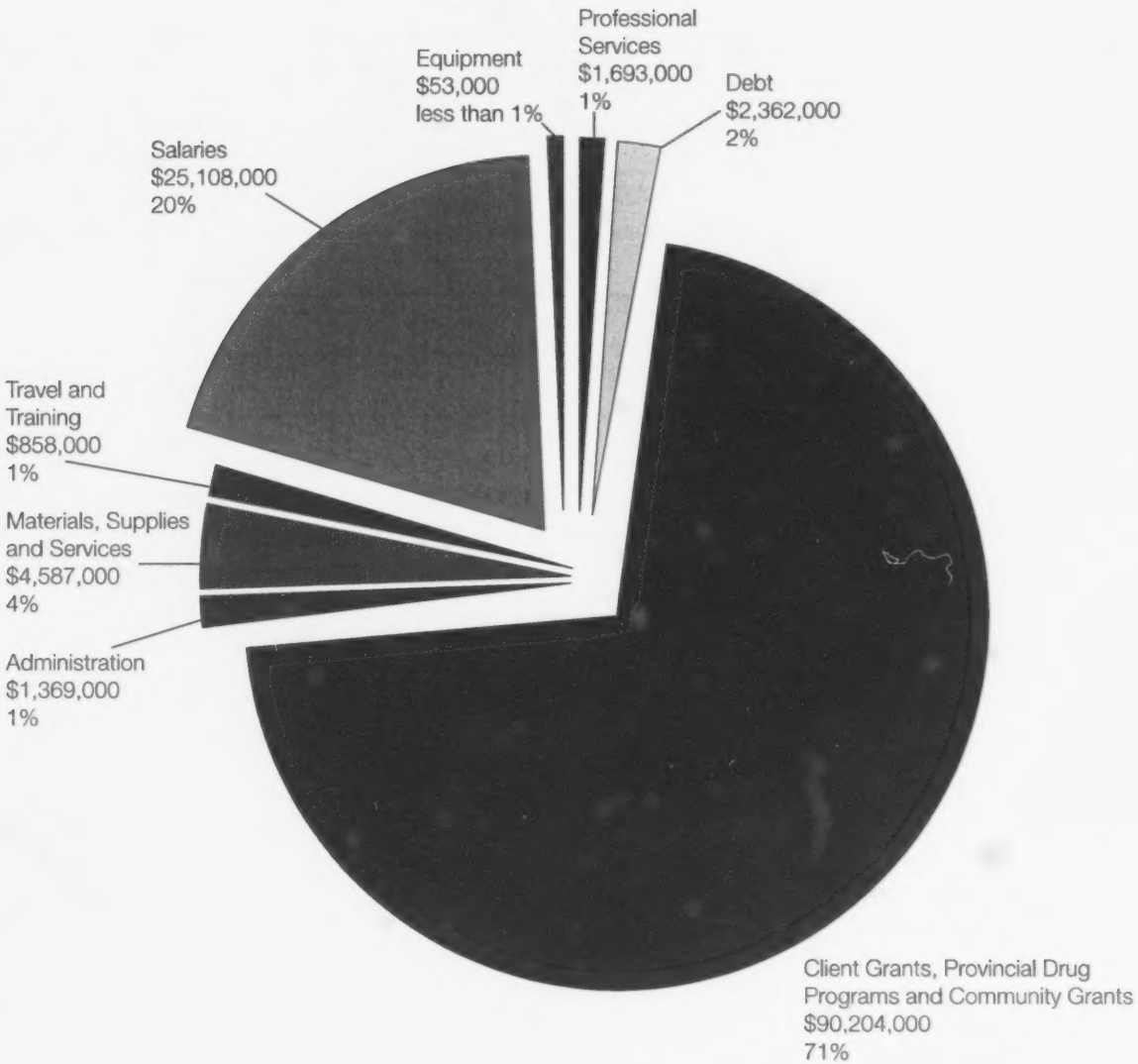
Non-Governmental Organization Funding

Type of NGO	Number	2009-2010 Funding
Residential and/or Training Services for Intellectually Challenged	9	$5,385,200
Family Violence Support and Education Programs	2	$959,200
Programs for Individuals with Physical and/or Intellectual Challenges	8	$569,200
Support Programs for Island Families and Youth	11	$422,800
Seniors' Programs	4	$109,000
Community Programs	1	$22,000
Total	35	$7,467,400

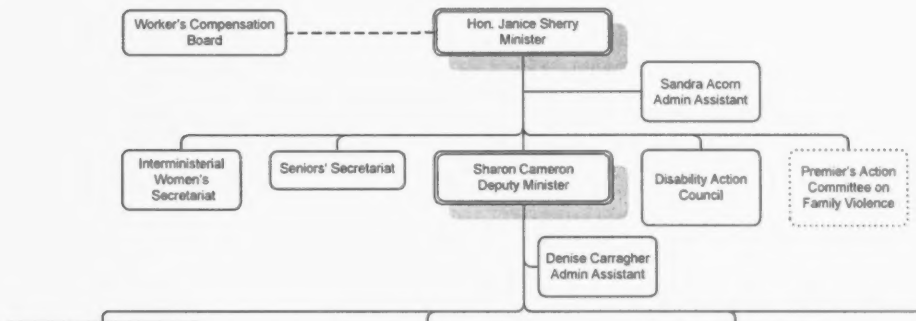
2009 - 2010 Expenditures and Revenues* (Rounded to the nearest $000)		
Division	Budget	Actuals
EXPENDITURE BUDGET		
Corporate and Financial Services	$2,111,000	$2,119,000
Child and Family Services	18,508,000	19,462,000
Social Programs	55,945,000	56,885,000
Pharmacy, Housing, Dentistry and Seniors	47,672,000	47,768,000
Total	**$124,236,000**	**$126,234,000**
REVENUE BUDGET		
Corporate and Financial Services	-	25,000
Child and Family Services	1,106,000	1,416,000
Social Programs	1,376,000	1,375,000
Pharmacy, Housing, Dentistry and Seniors	7,255,000	8,419,000
Total	**$9,737,000**	**$11,235,000**
TOTAL NET	$114,499,000	$114,999,000

* While the reorganization of the Department of Community Services, Seniors and Labour was announced in January 2010, budgets were not adjusted to reflect the change until the beginning of the next fiscal year April 1, 2010. As such, financial results are reported based on the pre January 2010 departmental structure.

Community Services, Seniors and Labour
2009 - 2010 Expenditures by Expense Type


Professional Services $1,693,000 1%
Equipment $53,000 less than 1%
Debt $2,362,000 2%
Salaries $25,108,000 20%
Travel and Training $858,000 1%
Materials, Supplies and Services $4,587,000 4%
Administration $1,369,000 1%
Client Grants, Provincial Drug Programs and Community Grants $90,204,000 71%

Community Services, Seniors and Labour
Functional Organizational Chart



Roy Doucette
Director
Labour and Industrial Relations

- Employment Standards
- Worker Advisor Program
- Industrial Relations
- Labour Relations Board

Rona Brown
Director
Child and Family Services

- Child Protection
- Children in Care
- Foster Care Services
- Residential Services
- Adoption Programs
- Family Support Services
- Family Ties
- Premier's Action Committee on Family Violence
- Provincial Child Sexual Abuse Advisory Committee

Bob Creed
Director
Social Programs, Seniors and Housing

- Social Assistance
- Disability Support Program
- Child Care Subsidy Program
- Housing
- Seniors' Secretariat
- Disability Action Council

Lorne Clow
Director
Corporate and Financial Services

- Finance and Administration
- Human Resources
- Payroll
- Communications
- Program Development and Evaluation
- FPT
- RIM/FOIPP
- Risk Management
- Emergency Social Services
- Employer Advisor
- Workers Compensation Appeal Tribunal